GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2504
ANSWERED ON:04.12.2002
SATELLITE MONEY ORDERS
DILIP KUMAR MANSUKHLAL GANDHI;RAGHURAJ SINGH SHAKYA

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the attention of the Government has been drawn to the newsitem captioned `Money order through Satellite System` as reported in the Navbharat Times dated September 21, 2002;

(b) if so, whether the money order sent through satellite are not reaching in right hands;

(c) if so, the facts thereof; and

(d) the steps taken by the Government to streamline the functioning of Postal Department to ensure delivery of money orders properly?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) Yes, Sir.

(b) & (c): The news item relates to delay to Money Orders sent through VSAT.The delay was owing to software problem. When this was brought to the notice of the Government, immediate remedial measures were taken. Further, due to fault in software, the money order data failed to reach the destination. Alternate arrangements were made to trace pending money orders and payment effected.

(d) The software is under revision to ensure proper performance. Where required, additional staffs were pressed into service to settle public complaints in this regard.